



Student Handbook

Global Training Academy

RTO No. 41509

CRICOS No. 03730G

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Welcome

Welcome to Global Training Academy!

At Global Training Academy, we are delighted to invite you to embark on a transformative educational journey with us. Conveniently located in the heart of Bankstown and Parramatta in Sydney, Australia, our innovative institute offers the perfect environment to pursue your educational and professional aspirations.

Our mission is to make learning a dynamic, engaging, and enriching experience tailored to suit diverse learning styles and lifestyles. We are committed to equipping our students with the knowledge, skills, and confidence needed to thrive in their chosen careers. Each of our thoughtfully designed courses aims to empower you with practical and industry-relevant expertise. What sets us apart is our exceptional team of highly qualified industry professionals. Their passion for education and dedication to nurturing each student ensures that you receive personalised support and guidance to help you achieve your full potential. Our campus is equipped with state-of-the-art facilities and cutting-edge technology, creating a sophisticated and inspiring learning environment.

For those seeking an extra layer of understanding, we offer classroom-based training designed to meet diverse needs. Our on-campus sessions combine face-to-face teaching with practical exercises, group work, and social activities, forming part of our innovative blended learning programs. This approach ensures an ideal balance of interaction, collaboration, and hands-on experience.

By choosing to study with Global Training Academy, you will gain access to a range of outstanding services and resources designed to support your success. This handbook has been carefully crafted to provide all the essential information you need to make the most of your time with us.

We look forward to welcoming you to the Global Training Academy family and supporting you on your journey towards personal and professional success.



Studying with the Global Training Academy

MISSION

To ensure the provision of quality training services to our target domestic and international student market while projecting future needs.

VISION

We will continue to be publicly recognised as the leading RTO with educational support staff, and as a register training organisation committed to improve the quality of life for diverse academic, social and professional status, enhancing educational services to domestic and international students.

VALUES

Global Training Academy is a private registered training organisation committed to provide quality vocational education and training for the students in the most effective and professional manner. Global Training Academy has highly trained professionals with the right attitude and personal qualities necessary to deliver the highest standard of services.

Global Training Academy values:

- a commitment to excellence in learning and teaching and promoting learning as an enjoyable and lifelong activity.
- The importance of academic, social, emotional and moral development of each student.
- Build relationships – interpersonal and institutional, as well as the practice of win/win issue-oriented strategies contribute to societal cohesiveness, participatory democracy and creative decision-making;
- Commitment to the respect and recognition of principle as our most valuable asset
- Supportive Institute environment where all persons on campus are treated fairly and respectfully
- Attractive physical environment which enhances effective teaching and learning.

Contact Details

Global Training Academy

Head office and Bankstown Campus: Suite 1B, 41-45 Rickard Road, Bankstown, NSW 2200, Australia

Parramatta Campus: Level 1 91 George St, Parramatta , NSW 2150, Australia

P: 1300 421 914

E: reception@gtacademy.edu.au

Opening hours: 8.30 am to 8.30 pm Mon –Fri

Saturday: 8.30 am to 4.30 pm

Online enquires will be responded within 24-48 hours

Student Support Contact Details

CEO : Manoj Nanda

Director : Shujahath Hussain Mohammed

Important information about Australia

LIVING AND STUDYING IN AUSTRALIA

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study. This information has been sourced from Study in Australia

provided by the Australian Government. If you would like more information about a specific topic, please visit the website: <https://www.studyaustralia.gov.au/>

COST OF LIVING

For a specific breakdown of accommodation and other living costs, please refer to <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

BANKSTOWN CAMPUS:

Our head office and main campus is located in Bankstown. Bankstown, located in the southwest of Sydney, NSW 2200, is a vibrant and diverse suburb known for its rich cultural heritage and thriving community. It is well-connected by public transport, with easy access to the Bankstown train station and bus services, making it convenient for students to travel to nearby areas. The suburb offers a wide range of amenities, including shopping centres, parks, and recreational facilities, providing plenty of options for relaxation and socialising. With a mix of multicultural influences, Bankstown also boasts a variety of restaurants, markets, and events that showcase its diverse community. The area's schools, healthcare services, and community centres make it an excellent place for both students and families to live and study.

PARRAMATTA CAMPUS:

Our 2nd campus is located in Parramatta. Which situated in Western Sydney, is a vibrant and dynamic area with a rich history and strong cultural identity. As one of Sydney's major business districts, it is easily accessible by public transport, with a central train station and extensive bus routes connecting it to the rest of the city. Parramatta offers a wide range of amenities, including shopping centres, cafes, restaurants, and entertainment options. The area is also home to several parks and green spaces, perfect for students looking to relax or enjoy outdoor activities. With a growing number of educational institutions, cultural events, and community programs, Parramatta is an exciting and convenient location for students to live, study, and explore.

Courses Provided by Global Training Academy

BSB50820 Diploma of Project Management

BSB60120 Advanced Diploma of Business

SIT40521 Certificate IV in Kitchen Management

SIT50422 Diploma of Hospitality Management

Our obligation to you

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been found competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the 'Complaints and Appeals' section of this handbook for information on how to do so.

Selection and enrolment

Global Training Academy accepts applications from all students who meet the entry requirements published in the course information on www.gtacademy.edu.au

Applications are accepted to apply to enrol in a course, you must complete an Enrolment Form/Application Form etc, which is available on our website. Alternatively, you are welcome to

request a soft copy or a hard copy, sent to your email or postal address. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification or work experience. You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Recognition and Credit Transfer, as well as Recognition of Prior Learning.

Once you have completed your enrolment form and gathered all the necessary documentary evidence, send it to Global Training Academy, Suite 1B, 41-45 Rickard Road, Bankstown NSW 2200 Australia or email to reception@gtacademy.edu.au along with a non-refundable application fee of \$250. You will be contacted within 5 working days with the outcome of your application and to confirm your details.

On approval of your application, you will be sent an agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

Visas and Conditions

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.

- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

Education agents

GTA uses education agents to assist us to recruit students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector and reputation of the VET industry in Australia very seriously. A list of approved education agents can be found on our website at: <https://www.gtacademy.edu.au/>

Recognition and Credit Transfers

RECOGNITION OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT ISSUED BY ANOTHER RTO

Under recognition arrangements, any existing qualifications or statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service.

CREDIT TRANSFER

You can also receive course credit for credit transfer which will be awarded for qualifications or statements of attainment that include unit/s that are not a direct match but align with the content from the units within the course that you are applying for. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package but the content is considered equivalent. Students should indicate on the enrolment form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is also no charge for credit transfer.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) means that you can get course credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

Global Training Academy has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you choose to apply for RPL, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about submitting an application for RPL, contact us at contact on 1300 421 914 or email: reception@gtacademy.edu.au

COURSE INDUCTION

On the first day of your course, you will be provided with an induction to your course. The induction will provide you with specific details about your course study requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask questions.

At your induction you will receive your access details to the LMS so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

Student expectations and general housekeeping

As a student with Global Training Academy, we expect a certain standard of behaviour from you that includes:

- Being committed and motivated with regard to your learning
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the classroom
- Ensuring you ask questions where you are unsure
- Treating others with fairness and respect
- Punctuality – arriving at training and returning from breaks on time.

Our housekeeping rules include:

- No eating during tutorial time, you may drink water only. There are designated areas for eating and drinking.
- Switching off your mobile or put on silence during training time.
- Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.
- You must not be under the influence of alcohol or drugs.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.
- Ensure you are quiet in designated study areas.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

Your course and assessment

The training and assessment offered by Global Training Academy focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of

units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course information brochures include the details of how we deliver the training to you, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

ASSESSMENT

At the beginning of your course, your trainer/assessor will discuss the assessments that you are required to pass, as well as the timing of the assessments throughout your course, including when assessment will be provided to you and dates for submission in the case of written assignments or projects. You will also be informed of the criteria against which you will be assessed.

Detailed student instructions are provided with each assessment, and your assessor can also assist you with any questions you have in relation to completing your assessments.

Each assessment task will be assessed as either Satisfactory (S) or Not Satisfactory (NS) and you will need to pass all assessments related to a unit to achieve an overall outcome of Competent. If you are found Not Satisfactory for one or more of your assessments, you can have 2 further attempts to complete the assessment and achieve a satisfactory outcome. However, if you are still assessed as Not Satisfactory, you will need to complete additional training and assessment to support you in achieving a competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information. If you do not agree with any assessment decision, you can lodge an assessment appeal as described within this handbook.

WORK PLACEMENTS

Some courses that we offer require you to complete a work placement. A work placement is structured workplace learning that is required as part of the course and prepares you for the workforce. The placement is designed to help you better understand what you have learned in classroom training and provides you with the opportunity to perform tasks relating to your course in an appropriate industry setting.

There are many benefits of participating in a work placement. You will have the opportunity to:

- apply the knowledge and skills learned during your course in a workplace setting
- gain skills that are recognised by industry

- get to know an employer.

GTA may assist you to find a work placement, or you may find your own work placement. Further information will be provided at your orientation. However, it is important to understand that as a requirement of work placement you will be required to complete a National Police Certificate and some workplaces may require further checks such as working with children and disability worker checks. You will need to pay for these checks yourself and as a guide these checks would be around \$50 - \$80 each. Further details will be required at orientation. It is also important to understand that certain workplaces have immunisation requirements. If you have any concerns about these requirements, please speak to us.

REASONABLE ADJUSTMENT IN ASSESSMENT

Some students may need modifications to assessments – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training resources and methods accessible e.g. providing learner workbooks in an audio format.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

APPEALING ASSESSMENT DECISIONS

Please refer to the complaints and appeals section in this handbook for information about making a Complaint or Appeal.

SUBMITTING YOUR ASSESSMENTS

Students must submit written assessment tasks along with a completed and signed Assessment Task Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or online. All students must keep a copy of all submitted tasks as we will not be able to return copies since we must keep student work as evidence of assessment in your file. Additionally, Global Training Academy will not be held

responsible for any items that go missing online. If this occurs, the student will be asked to re-submit the work.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Global Training Academy has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required either to sign in the hard copy or click on the 'I acknowledge' button in the Moodle - a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

Course Progress and Monitoring

in order to maintain satisfactory course progress and attendance you must:

- attend all of your classes, with a minimum attendance of 80% expected
- satisfactorily complete all of your assessments
- actively participate in classes.

Your course progress will be monitored to make sure you complete all of your assessments and actively participating in learning.

Your attendance will be recorded at the start and end of each class you attend, and your attendance rate will be calculated weekly. Please note you cannot be absent for more than 5 consecutive days without approval for a leave of absence. if you are absent we will contact you via SMS, phone calls and emails. we may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- have an overall result of not yet competent result for a unit
- do not attend classes on a regular basis

- do not participate in learning activities within the classroom.

An exception may be made where you attend at least 70% of the course contact hours and is maintaining satisfactory progress.

Support services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling

Contact us at 1300 421 914 to discuss your support needs.

External Support Services

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <https://readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021

Website: www.centrelink.gov.au

If you are completing a full time course you may be eligible for benefits through Centrelink.

Lifeline

Telephone: 13 11 14 Website: <https://www.lifeline.org.au/>

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Disability/Special Need	Organisation Name and Contact Details
Visually Impaired	Vision Australia 4 Mitchell St Enfield NSW 2136 Ph: 1300 84 74 66 Blind Citizens Australia 11A Ethel St Burwood NSW 2134 Ph: 02 9744 9844

Disability/Special Need	Organisation Name and Contact Details
	Guide Dogs 2-4 Thomas St Chatswood NSW 2067 Ph: 02 9412 9300
Hearing Impaired	The Deaf Society of NSW Level 4 69 Phillip St Parramatta NSW 2150 Ph: 02 8833 3600
Mobility Impaired	Centrelink Mobility Assistance , 132717 Ambulance Services NSW Transport Ass, 131 233
Single Working Parent	Centrelink Family Assistance, 136150 Student Services, 132717 Interrelate Family Centres PO Box 6307 Baulkham Hills NSW 1755 Ph: 02 4016 0505
Non-English Speaking persons	Community Relations Commission Level 8 175 Castlereagh St Sydney NSW 2000 Ph: 02 8255 6767 Centrelink Student Services, 132490
People without vehicles	Centrelink Mobility Assistance, 132717
People with special Dietary needs	NSW Dept of Health 73 Miller St Nth Sydney 2060 Ph: 02 9391 9000 Westmead Hospital Cnr Hawkesbury Rd & Darcy Rd Westmead NSW 2145 Ph: 02 4734 2120
People with medical conditions	NSW Dept of Health 73 Miller St Nth Sydney 2060

Disability/Special Need	Organisation Name and Contact Details
	Ph: 02 9391 9000 Westmead Hospital Cnr Hawkesbury Rd & Darcy Rd Westmead NSW 2145, Ph: 02 4734 2120
People with intellectual disabilities	Spastic Centre Aust. Foundation for Disability 50 Jemma Rd Preston NSW 2170 Ph: 02 8784 2900

Sydney Counselling Centre (www.sydneycounselling.com.au)

Level 1/ 20 Wentworth St, Parramatta, NSW, 2150

Phone: (02) 9891 1388

Life Resolutions

Level 6, 85 George St, Parramatta, NSW, 2150

Phone: 02 96871122

There is also free support available from welfare organisations such as Beyond Blue, Multicultural Mental Health Australia (MMHA) and Parramatta Life Line. Students are encouraged to access these free services listed below for any additional assistance.

- Beyond Blue - **1300 22 4636** <http://www.beyondblue.org.au>
- **Multicultural Mental Health Australia (MMHA)** - **(02) 9840 3333** <http://www.mmha.org.au/>
- Parramatta Life Line - **(02) 9891 6212** <http://www.lifeline.org.au/westernsydney>

Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

States' VET Legislations include

- ❖ Australian Capital Territory: Training and Tertiary Education Act 2003
- ❖ New South Wales: Vocational and Training Act 2005 and Vocational Education and Training (Commonwealth Powers) Act 2010
- ❖ Northern Territory: Northern Territory Employment and Training Act
- ❖ Queensland: Vocational Education, Training and Employment Act & Regulation 2000

- ❖ South Australia: Training and Skills Development Act 2008
- ❖ Tasmania: Tasmanian Vocational Education and Training Act 1994 & Tasmanian Qualifications Authority Act 2003
- ❖ Victoria: Education and Training Reform Amendment (Skills) Act 2010
- ❖ Western Australia: Vocational Education and Training Act 1996

ESOS FRAMEWORK WHICH PROTECTS YOUR RIGHTS AT:

<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Global Training Academy must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Global Training Academy has policies and procedures in place to ensure your safety and on commencement of your course you will provide with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Global Training Academy's emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol or do drugs on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

HARASSMENT, VICTIMISATION OR BULLYING

Global Training Academy is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Global Training Academy will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Global Training Academy Complaints and Appeals procedure and detailed in this Handbook.

EQUAL OPPORTUNITY

The principles and practices adopted by Global Training Academy is to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Global Training Academy.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Global Training Academy provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

NATIONAL VET REGULATOR ACT 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organization registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Global Training Academy Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognized VET course that is completed from when the USI comes into effect on 1 January 2015.

This does not apply to offshore students

PRIVACY ACT

In collecting your personal information Global Training Academy will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.

- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Students can access the legislation if desired at:

- ❖ <http://www.austlii.edu.au>
- ❖ <http://www.legislation.nsw.gov.au/>

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Global Training Academy holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form. There is no charge to access your records.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a Global Training Academy General Manager. Where copies of records are to be provided via post, records will only be sent to the home address that we hold on to file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

AMENDMENT TO RECORDS

If a student considers the information that Global Training Academy holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Fees and charges

A non-refundable application fee of \$250 applies to all our courses. This must be paid at the time of submitting your enrolment/application form.

You can find up to date fees and charges in our course information brochure.

These fees and charges will be shown in the agreement and in the tax invoice that you receive on enrolment. You can pay your fees by cheque, money order, credit card, direct debit and direct bank transfer.

Course fees include all administration, materials and tuition fees. Any optional textbooks or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to 2 attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee.

Depending on the course you have enrolled in, your fees will be charged in instalments. You must pay your fees within 14 days of receiving your invoice, unless you have contacted Global Training Academy to make other arrangements. It is important that you pay your fees on time to maintain your enrolment. If you are having difficulty with keeping up with payments, you must contact us at

Suite 1B, 41-45 Rickard Road, Bankstown NSW 2200 Australia

P: 1300 421 914

E: reception@gtacademy.edu.au

GLOBAL TRAINING ACADEMY HAS A RANGE OF ADDITIONAL CHARGES INCLUDING:

Enrolment fee	250
Reassessment fee (theory unit)	
Reassessment fee (practical unit)	400
Re-issuance of additional or copies of certification documents	100
Re-issuance of lost or damaged Student ID cards	50
Material fees that may include uniform and other equipment required for associated training and assessment	As per Offer Letter
Course deferral fees	100
Recognition of Prior Learning (RPL) application fees	250
Recognition of Prior Learning (RPL) unit fee	500
Late payment of tuition fees	200

REFUNDS

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment and all the terms and conditions specified.

Application fees are non-refundable.

The refund policy in the agreement sets out the circumstances in which you can apply for a refund as follows.

Any request for refunds must be made in writing via email or letter to provide contact details. Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

You will be advised of the outcome of your request for a refund in writing within 10 working days and all refunds will be paid within 5 days of the advising you of the outcome of your request.

In unforeseen circumstances where Global Training Academy is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 5 days of communicating with the enrolled student that the course will not be offered. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

COMPLAINTS AND APPEALS

Despite all efforts to provide satisfactory services to its students, clients, and other persons, complaints and appeals may occasionally arise that require formal resolution.

Complaints and appeals may be made in relation to any of Global Training Academy's services, activities and decisions such as:

- ◆ The application and enrolment process
- ◆ The quality of training and assessment provided
- ◆ Training and assessment matters, including student progress, assessment and outcomes
- ◆ Access to records
- ◆ Decisions made by Global Training Academy
- ◆ The way someone has been treated.

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) days or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.

Where a student chooses to access this policy and procedure, Global Training Academy will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

RESOLVING ISSUES BEFORE THEY BECOME A COMPLAINT

All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation.

Individuals are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. Global Training Academy's trainers and administration team are available to assist students to resolve their issues at this level.

LODGING A COMPLAINT

Formal complaints may be made in writing using a written letter or the Complaints and Appeals Form addressed to the CEO of Global Training Academy. When making a complaint, the complainant is asked to provide as much information as possible to enable Global Training Academy to investigate appropriately and determine an appropriate solution. This should include:

- ◆ The issue – what happened and how it affected you.
- ◆ Any evidence you must support your complaint.
- ◆ Details about the steps you have taken to resolve the issue.
- ◆ Suggestions about how the matter might be resolved.

Complaints will be investigated by the Operations Manager or their delegate and a proposed resolution provided in writing within twenty (20) days. Additional information may be requested from the complainant and others involved with the issue as required.

Where the complaint involves a student or client involved in training and assessment provided through a partnering organisation, the Operations Manager or Project Manager of the partnering organisation will be involved in the resolution of the complaint.

LODGING AN APPEAL OF AN ASSESSMENT DECISION

A request for an appeal of an assessment decision may be made in writing to the CEO providing reasons why the assessment appeal is being made. Assessment appeals must be made within 60 days of the original assessment decision being made.

The CEO will decide whether the request for the appeal warrants a re-assessment of the work. If deemed necessary, the Training Manager will organise for the original assessment tasks to be assessed by an assessor independent from the original assessment decision.

Outcomes of an assessment appeal will be advised in writing within 20 days of the application being made.

INTERNAL APPEAL

Where a complainant is dissatisfied with the result or conduct of Global Training Academy's internal procedures for handling of a complaint, the complainant has the right to lodge an internal appeal of the decision. An appeal must be lodged within 60 days of the decision being made and must be made in writing to the CEO with a written letter or using the Complaints and Appeals Form.

An internal appeal will prompt the CEO to review the decision made in response to the original complaint. The complainant may be asked to provide further information by phone, in writing or in person.

Global Training Academy acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally. Additionally, the complainant may request that an independent party be included in the appeals process. Upon request or the decision by Global Training Academy that this is required Global Training Academy will organise an independent mediator to be included in the appeals process at its own cost.

The outcome of the internal appeal will be advised in writing within 20 days.

EXTERNAL COMPLAINTS AND APPEALS

Where the complainant remains dissatisfied with the outcome of Global Training Academy's complaint and appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first.

Complainants have several external complaint or appeal options including:

- ◆ Consumer Affairs in your state
- ◆ Administrative Appeals Tribunal (<http://www.aat.gov.au>)
- ◆ Global Training Academy's registering body: Australian Skills Quality Authority (ASQA). (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)

Note: ASQA can only deal with complaints about:

- ◆ the information provided by an RTO about its course/s
- ◆ the delivery and assessment of training received
- ◆ the qualifications issued or to be issued

Global Training Academy will provide complete cooperation with the organisation investigating the complaint/appeal and will be bound by the recommendations arising out of this process. The CEO will ensure that any recommendations made are implemented within 30 days of being notified of the recommendations.

Deferral and Suspension

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where Global Training Academy is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa

These circumstances are an example of what may be considered compassionate or compelling circumstances; however, each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, Global Training Academy considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact Global Training Academy because of a circumstance such as being involved in a car accident.
- Where a student-initiated deferral or suspension of enrolment is granted, Global Training Academy will suspend enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be reassessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

PROVIDER INITIATED SUSPENSION OR CANCELLATION

Global Training Academy may suspend or cancel a student's enrolment including, but not limited to, based on:

- misbehaviour by the student (including plagiarism, collusion and cheating)
 - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in Global Training Academy's Course Progress Policy and Procedures.
- Standards of behavior required are outlined in the International Student Handbook.
 - Where Global Training Academy suspends or cancels a student's enrolment, before imposing a suspension or cancellation Global Training Academy will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
 - Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is

completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

STUDENT INITIATED CANCELLATION OF STUDIES

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Global Training Academy Course Transfer Policy and Procedure.

VISA STATUS

- When there is any deferral, suspension or cancellation action taken under this standard, Global Training Academy will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.
- Students are referred to the DHA web site at <https://www.homeaffairs.gov.au/> or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

COMPLAINTS AND APPEALS

- Where a student accesses the Complaints and Appeals process, Global Training Academy will not notify DET via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

RECORDS

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

Non-limitation of policy

The Complaints and Appeals policy and procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statutes or any other law. Nothing in this policy and related procedure limits the rights of individuals to act under Australia's Consumer Protection laws. Also, this policy does not circumscribe an individual's rights to pursue other legal remedies.

Issuing Qualifications and Statements of Attainment

On completion of your course and payment of final course fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment where requested.

Global Training Academy reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where Global Training Academy is not permitted to do so by law.

RE-ISSUING STATEMENTS AND QUALIFICATIONS

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

Student Handbook

I, _____, hereby acknowledge receipt of the Global Training Academy Student Handbook. I understand and agree that it is my responsibility to thoroughly read and familiarize myself with the terms, conditions, policies, and guidelines outlined in the handbook. Furthermore, I commit to adhering to these terms and conditions during my enrolment with the Academy

Student Name: _____

USI: _____

Signature: _____

Date: _____

A large, semi-transparent watermark of the Global Training Academy logo is centered on the page. The logo consists of a circular emblem with a stylized globe in the background, composed of various colored segments (yellow, orange, pink, red). Overlaid on the globe are the words "GLOBAL" in a light blue, sans-serif font and "TRAINING ACADEMY" in a light pink, sans-serif font, stacked vertically.

GLOBAL
TRAINING ACADEMY